

EFFECTIVE

July 1, 2009.

SUBJECTS

1. All Programs.
2. EFIP.
3. FAP Updates.
4. FIP Updates.

1) ALL PROGRAMS**Incomplete
Applications****All Programs****BAM 105, 115**

An incomplete application contains the minimum information required for registering an application. However, it does **not** contain enough information to determine eligibility, i.e., all required questions are not answered for the program(s) for which the client is applying.

When an incomplete application is filed, retain the application and give or send the client the DHS-3503, Verification Checklist, informing the client of the:

- Due date for missing information.
- Interview date if applicable.
- Request for contact to complete missing information.

If an application/filing form does not contain the minimum information to register, send it back to the client along with a DHS-330, Notice of Missing Information, informing the client of the missing information.

2) EFIP**FIP/EFIP****BEM 519**

Item is revised to address the changes in the process applied in Bridges from what was applied in legacy.

MA eligibility is determined separately from EFIP at the time EFIP eligibility is determined.

Bridges determines EFIP eligibility automatically when a family's income that includes earnings exceeds the FIP eligibility limit. Actions taken in CIMS are not to be applied to Bridges.

Reason: Policy simplification.

3) FAP UPDATES

Interviews

FAP

BAM 115

An interview must be completed before approving benefits. This interview may be scheduled as an in-person appointment or replaced with a phone appointment or a home call if a hardship condition exists. You may send the DHS-575, Phone Interview, to clients who potentially qualify for a waiver of the FAP in-person appointment due to a hardship. Use of the form is optional.

Reminder: Hardship conditions include but are **not** limited to: transportation difficulties (car problems, high gas prices, etc.), conflicts due to work hours, illness of client or household member, etc.

Reason: Local office request for clarification. Improved caseload management and shorter waits for clients in local offices.

4) FIP UPDATES

FIP

BEM 210

BEM 210 is updated to include some Bridges tips. Some FIP group composition clarifying examples are added.

Reason: Policy clarification and additional Bridges information.

**MANUAL
MAINTENANCE
INSTRUCTIONS****Changed Items (content changes) ...**

**BAM 105
BAM 110
BAM 115
BAM 720
BEM 210
BEM 218
BEM 225
BEM 261
BEM 519
BEM 610
BEM 704**

Changed Items (link changes only) ...

**BAM 117
BAM 210
BAM 305
BAM 600
BAM 815
BEM 220
BEM 222
BEM 228
BEM 230A
BEM 300
BEM 400**